

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼

HUMAN RESOURCES ENTERPRISE

TOURISM GUIDE

DEFINITION

Under general supervision, provides assistance to tourists and other visitors to the State at highway information sites, during legislative sessions or tourist seasons; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Welcomes travelers to the state by providing informational materials on historical and scenic places and suggesting attractions and events in Iowa to encourage visitors to stay and tour Iowa.

Provides assistance to the traveling public by answering questions concerning lodging, restaurants, highway routes and related areas to resolve difficulties encountered by visitors and Iowans.

Answers questions concerning the Capitol, other public buildings and places of interest; explains the physical operation of the State Legislature, and the functions and operations of various State departments.

COMPETENCIES REQUIRED

Ability to read and speak the English language.

Ability to develop an understanding of governmental operations and/or informational materials and convey such information to visitors.

Ability to project pleasing quality and clear enunciation in speaking voice.

Ability to demonstrate tact and courtesy in dealing with the public.

Ability to establish and maintain effective working relationships with employees and the general public.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest and unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Ability to perform the tasks assigned.

NOTE:

Incumbents will be required to make arrangements on their own regarding transportation to and from assigned work areas, as well as transportation required while on the job.

Effective Date: 7-19-85 BW